

I. **Title:** Reservations Assistant

II. **Description/Scope:** The Reservations Assistant is responsible for helping customers reserve meeting rooms, academic rooms, special event spaces and outdoor spaces. The Assistant is also responsible for reserving the appropriate equipment needed and selecting the most suitable room setup for each event.

III. **Supervisor:** Building Operations Manager and Reservations Coordinator

IV. **Pay Rate: \$10.00/hour**

**Compensation according to the University Union Wage Rate Guidelines (updated winter 2022)*

V. **Time Commitment:** The Reservations Assistant is required anywhere from 5-20 hours per week depending on their availability and desired hours. Weekend shifts are required to be staffed with the Assistants by the Reservations Coordinator.

VI. **Responsibilities:**

- a. Assist customers in finding the appropriate room space, setup and equipment for their event.
- b. Stay up-to-date on the Reservations training manual and procedural guides.
- c. Communicate with Building Services Team and/or Building Manager on last minute room reservation setups or equipment requests.
- d. Attend weekly meetings with Reservations Coordinator.
- e. Perform all other duties and projects assigned by the Reservations Coordinator or Event Services and Support Manager.
- f. Provide accurate information to the University Union customers in person, over the telephone or by email. Communicate to customers in a timely and professional manner.
- g. Print daily room reports for Building Managers and Building Services Team.
- h. Enforce campus and University Union policies and procedures.

VII. **Qualifications:**

Familiarity with EMS (room reservation software) isn't required, but preferred. The Assistant should possess the ability to learn quickly as well as have strong communication and organizational skills and the ability to work independently with little supervision. The Assistant should be detail-oriented. Knowledge of the University Union policies and procedures, along with a general knowledge of the operations of the University Union is preferred, but not required.

**All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester while maintaining a minimum cumulative GPA of 2.5 and have a minimum of 4 semester of schooling left at time of hire.

Updated: 01/04/22

Your University Union

